

POSITION DESCRIPTION EP

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to DCF Personnel Services. Supervisors and incumbents are responsible for the completion of this form.

CHECK ONE: ☐ NEW POSITION ☒ EXISTING POSITION

PART I - Position Information		
1. Agency Name Department for Children and Families	9. Position Number K0225810	10. Budget Program Number 23842
2. Employee Name (leave blank if position vacant)		11. Present Class Title (if existing position) Social Work Supervisor
3. Division East DCF Region		12. Proposed Class Title
4. Section Program and Service Integration	For Use By	13. Allocation
5. Unit Adult Protective Services (APS)		14(a). Effective Date 14(b). FLSA Code
6. Location (address where employee works) City: Topeka County: Shawnee		15. By Approved
7. (Check appropriate blocks.) Full time <input checked="" type="checkbox"/> Perm. <input type="checkbox"/> Inter. <input type="checkbox"/> Part time <input type="checkbox"/> Temp. <input type="checkbox"/> %		16. Audit Date: By: Date: By:
8. Regular hours of work: (Check appropriate blocks.) FROM: 8:00 <input checked="" type="checkbox"/> AM TO: 5:00 <input checked="" type="checkbox"/> AM <input type="checkbox"/> PM <input type="checkbox"/> PM This position may require work beyond normal business hours including evenings, weekends, and holidays to meet the needs of the customers. There may be little to no notification of the need to work beyond normal business hours due to the immediate need to ensure safety of the customers we serve.		17. Position Reviews Date: Date: Date: Date:

PART II - Organizational Information		
18 (a). Briefly describe why this position exists. (What is the purpose, goal, or mission of the position?) Supervises APS staff, provides leadership in program policy and procedure implementation, and sets standards of acceptable performance and behavior for unit members in accordance with overall mission, vision, guiding principles, and goals of DCF and the East Region. Is responsible for making work assignments, monitoring staff performance, addressing marginal and substandard performance and taking appropriate personnel action. Insures program and customer outcomes are met. The purpose of this position is to work in a cooperative fashion with customers, staff, and agency partners to provide efficient and effective service. At DCF, the customer is placed at the center of planning, policy development, program implementation, and practice with customer outcomes driving decision-making at all levels. By integrating services, we create and maintain a prevention focus as a way of doing business by interacting and engaging with others to proactively foster well-being.		
18(b). If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new function added by law, or other factors which changed the duties and responsibilities of the position.		
19. Who is the supervisor of this position? (Who assigns work, gives directions, answers questions, and is directly in charge?)		
Name Ruth Santner	Title PSE II	Position Number K0162785
Who evaluates the work of an incumbent in this position?		
Name Same	Title	Position Number

20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods, and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made.

Extensive latitude is given to independent judgment and initiative. Written and verbal instructions are followed based on Federal and State law, rules, and regulations and regional policies and procedures. Assignments are normally general direction based on broad agency expectations. Most program decisions are made independently or with input from Division staff.

- d) Which statement best describes the results of error in action or decision of this employee?

- ☐ Minimal property damage, minor injury, minor disruption of the flow of work.
☐ Moderate loss of time, injury, damage, or adverse impact on health and welfare of others.
☐ Major program failure, major property loss, or serious injury of incapacitation.
☒ Loss of life, disruption of operations of a major agency.

21. Describe the work of this position using this page or one additional page only. Use the following format for describing job duties: **What** is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action); **why** is the action being done (describe the result or outcome expected); **how*** is the action expected to be performed (describe the manner, methods, techniques, or procedures in which the task is currently performed)? For each task, state: Who reviews it? How often? What is it reviewed for?

No. % E or M

1. 30 E **Resource Management**

Organizes work flow and interactions among employees, lines of business, and organizational units to insure agency, region and Integrated service delivery outcomes are met. Evaluates work flow, processes and protocols to identify efficiencies in financial and human resources and acts to implement necessary changes to realize identified efficiencies. Makes work assignments in a manner which facilitates meeting organizational goals. Makes appropriate adjustments to respond to changing organizational goals, priorities, and amount of resources, both financial and human. Delegates work to make efficient use of resources and to develop employee capabilities. Appropriately uses available data for resource management and work assignment.

Provides leadership, guidance, and direction to program staff in all matters involving program policy, procedure, and management. Identifies staffing needs and recommends appropriate assignment and utilization of program staff resources within unit and program. Interviews, hires, and evaluates performance of staff in accordance with civil service guidelines and personnel rules and regulations. Sets and communicates expectations regarding performance, behavior, attitude and conduct that are measurable, understandable, verifiable, and reasonable. Confronts poor performance or behavior, addresses issues in a prompt manner using appropriate corrective action measures. Effectively uses available tools, including probationary period, to address poor performance, takes disciplinary action when appropriate, and documents consistently. Actively supports the development of knowledge and skills to perform at a high level. Ensures necessary training and resources are available and used promptly. Creates and values a learning environment and provides recognition for efforts of others and areas of high or improved performance. Creates a productive, supportive environment where employees strive for quality of service.

2. 25 E

Program Integrity and Customer Service

Ensures program outcomes are met and regulations and protocols are followed. Ensures deadlines for response and/or eligibility determination and standards for accuracy as established by state and federal regulation are met through case file review and review of results of case reads completed by regional performance improvement staff. Whenever possible, demonstrates flexibility in application of state and federal policy to ensure customer needs and desired customer outcomes are met. As a demonstration of customer centered practice and good customer service, makes timely response to customer inquiries, including timely response to phone calls, walk-ins, and in scheduling appointments.

3. 25 E **Leadership**

Demonstrates leadership by fostering a commitment to achieving mission, vision, guiding principles and core values of the agency, the region, and the Program and Service Integration line of business. Serves as advocate for internal and external customers throughout all program areas and lines of business within the agency. Identifies gaps and needs for community and agency services and seeks to develop needed service. Models behavior expected from others. Ensures relationships within and between integrated service teams, management team, and lines of business are constructive and demonstrate mutual support, respect, trust, openness and value diversity.

4. 20 E **Communications**

Ensures employees know and understand agency direction and can relate employee's work to overall goals of DCF and state government. Explains relevant policy and organizational changes by delineating what is different from current policies, if anything, reasons why changes are occurring, and articulates vision in a manner which allows others to focus efforts and emphasis to successfully implement organizational change and/or meet organizational mission, vision and goals. Operationalizes DCF mission, vision, and guiding principles in completion of daily tasks and interactions with other. Facilitates the flow of information among employees and teams by gleaned relevant and important information and presenting it clearly and concisely, using an appropriate medium. Demonstrates open, honest and respectful communication, encourages others to express differing viewpoints, and listens to differing points of view without becoming defensive. Facilitates the resolution of conflict/disputes. Communicates appropriately by maintaining confidential information, refrains from gossip, and squelches rumors. Adapts communication style and approach to match the needs of different individuals and teams.

* The description of how the work is to be performed does not preclude the consideration of reasonable accommodation(s) for qualified persons with a disability.

22. List the consequences of not performing the essential functions of this position as identified in Section 21.

Incorrect policy adoption and implementation could result in depletion of limited resources, affect the well-being of customers, loss of staff, loss of federal funding, lawsuits, and/or civil actions. Vulnerable adults could be harmed or experience unnecessary trauma. Poor service delivery could affect community resources as well as provider participation in efforts to accomplish goals and objectives.

Ineffective delivery of program services could result in prolonged dependency on assistance programs. Inappropriate personnel transactions could result in civil actions.

23 a If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position.

- | | |
|-------------------------------------|---|
| <input type="checkbox"/> | Lead worker assigns, trains, schedules, oversees, or reviews work of others. |
| <input checked="" type="checkbox"/> | Plans, staffs, evaluates, and directs work of employees of a work unit. |
| <input type="checkbox"/> | Delegates authority to carry out work of a unit to subordinate supervisors or managers. |

b. List the class titles, and position numbers of all persons who are supervised directly by employee in this position.

Title	Position Number
Social Work Specialist	K0042117
Social Work Specialist	K0046196
Social Work Specialist	K0162806
Social Work Specialist	K0043445
Social Work Specialist	K0165719
Social Work Specialist	K0063493
Social Work Specialist	K0059133
Social Work Specialist	K0068718
Social Work Specialist	K0048583
 Human Service Specialist	 K0154687

24. For what purpose, with whom, and how frequently are contacts made with the public, other employees, or officials?

This position requires daily contact with agency employees, including administrative and supervisory staff, central office policy staff, community agencies, governmental officials, community leaders and the general public. Contacts are in person and by telephone to provide information regarding agency programs, policy and procedure and to obtain input for evaluation, change, and to insure local and government cooperation.

25. What hazards, risks, or discomforts exist on the job or in the work environment?

The overall administrative program responsibilities involve stress on a daily basis. This position may often deal with angry and hostile individuals. The potential for legal liability exists. Frequent travel within a large region is required.

26. List machines or equipment used regularly in the work of this position. Indicate the frequency with which they are used.

Daily use of computer system, spreadsheet and database applications, printer, copier, fax machine, scanner, calculator, shredder, telephone, general office equipment, and vehicle to travel for business required.

PART III - Education, Experience, and Physical Requirements Information.

27. Minimum Qualifications as stated in the State of Kansas Job Class Specification.

License to practice social work in the State of Kansas at the time of hire and one year of experience as a social worker.

28. SPECIAL REQUIREMENTS

A State any additional qualifications for this position that are necessary to perform the essential functions of the position. (License, registration, or certification.)

Obtain and maintain security clearance and valid driver's license

B List preferred education or experience that may be used to screen applicants.

Minimum two years social work experience working with vulnerable adults and/or youth transitioning to adulthood

C REQUIRED KNOWLEDGE, ABILITIES, AND SKILLS

Knowledge

**Knowledge of ethical standards, principles, and practices of social work, counseling, and human behavior.*

**Knowledge of clinical assessment principles and techniques.*

**Knowledge of interviewing and other information gathering techniques.*

Knowledge of principles of consulting, teaching, and learning.

Knowledge of the structure and function of mental health and welfare services.

**Knowledge of the theories of group interaction and therapeutic intervention.*

Knowledge of client outcome identification and measurement.

Abilities

**Ability to develop and implement individual treatment plans with flexibility and independence.*

**Ability to utilize relevant personality theory, casework method, supervision, and consultation in social work practice.*

**Ability to work efficiently and effectively with other staff and community organizations.*

**Ability to function constructively under the pressures and risks involved in working with persons having complex social, physical, emotional, and mental problems.*

**Ability to identify dysfunctional relationships and environmental conditions.*

**Ability to exercise sound judgment in the performance of assigned responsibilities.*

**Ability to write meaningful, concise, and accurate reports and correspondence.*

Ability to provide testimony at court hearings.

**Necessary at Entry*

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29. Describe the physical characteristics of the job as they relate to essential functions (focus on results, not methods of obtaining results).

